Understanding Motor Insurance Claims

Motor Insurance provides financial coverage for your vehicles against potential risks like accidents and other threats. This presentation will guide you through the essential steps and requirements for filing a motor insurance claim, ensuring you are well-prepared for any unforeseen circumstances.

by Chirag Oberoi

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Key Details for Filing a Bike Insurance Claim

Policy & Contact

Policyholder's name, policy details, and contact information.

Vehicle Info

Make, model, and registration number of the insured bike.

Incident Details

Time, date, location, and a brief description of the incident (accident/theft).

Damage & Other Vehicle

Extent of damage/loss, and details of any other vehicle involved in an accident.

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Documents for Accident Claims

Proof of Insurance & Claim Form

Copy of cover note or policy, and a duly filled/signed claim form.

Vehicle & Driver IDs

Copies of Registration Certificate (RC) and Driving Licence (DL).

Police Report & Receipts

Copy of First Information Report (FIR) and original tax receipts for verification.

Repair Documentation

Receipts, repair bills, damage estimate from the garage, and signed Claims Discharge and Satisfaction Voucher.

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Documents for Theft Claims

Essential Documents

- Original bike insurance policy document
- Original RC and tax payment receipt
- Authenticated theft declaration from RTO
- Duplicate keys, warranty cards, etc.

Supporting Information

- Previous bike insurance details (policy number, company, term)
- FIR, Judicial Magistrate First Class (JMFC), and final policy report
- Approved copy of letter to RTO stating theft and discontinued use
- Claim Discharge Voucher signed across revenue stamp

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On Admission of Liability

Signed Forms

Forms 28, 29, 30 signed by the policyholder.

Letter of Subrogation

A formal letter transferring rights to the insurer.

Financer's Signatures

Form 35 signed by the Financer on admission of liability.

Financer's NOC

No Objection Certificate (NOC) from the Financer if the claim is settled in favor of the policyholder.

Claim Discharge Voucher

Signed across the revenue stamp.

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Reasons for Claim Rejection

Inaccurate Information

Providing false or incomplete details in the claim form.

Invalid Driving

Driving without a valid license or under the influence of alcohol/substances.

Delayed Notification

Failing to inform the insurance company promptly about the incident.

Expired Policy

Owning an invalid or expired bike insurance policy at the time of incident.

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How to Avoid Claim Rejections

Geographical Limit

Ensure incidents occur within the policy's valid geographical limit.

Policy Transfer

Transfer existing policy to your name when buying a second-hand bike.

Valid RC

Verify the bike's RC is in your name and remains valid.

Timely Notification

Inform the insurer as soon as possible after an incident.

Report Modifications

Notify the insurer of any modifications made to the bike.

Avoid Fraud

Do not make fraudulent claims.

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